

Energy conservation, bill-payer assistance, and consumer protection information

The websites listed below provide up-to-date information on current and new programs for energy conservation and energy bill-payer assistance. Consumers should also be aware that our current energy situation may tempt unscrupulous businesses to engage in consumer fraud by offering bogus energy conservation services or products or alternative energy devices.

Two websites, one for the California Department of Consumer Affairs (with a link to the Better Business Bureau) and another for the Federal Trade Commission, offer energy conservation product information as well as information and assistance to help you avoid consumer fraud or to file consumer complaints if you feel you have been cheated.

Consumer Protection

www.dca.ca.gov The California Department of Consumer Affairs website has a link to the Better Business Bureau (www.bbb.org) to assist you in researching companies with which you wish to do business or in filing consumer complaints. (1-800-952-5210)

www.ftc.gov/bcp/menu-enviro.htm The Federal Trade Commission website provides information on energy efficient products and consumer protection. (1-877-FTC-HELP/1-877-382-4357)

State and Federal Government Websites

www.consumerenergycenter.org The California Energy Commission website provides energy efficiency, energy conservation, and renewable energy resources information as well as links to related websites. (1-800-555-7794)

www.flexyourpower.ca.gov The State of California Flex Your Power website presents updated information on energy issues, energy conservation, and renewable energy resources with links to related websites. (1-800-232-4685)

www.cpuc.ca.gov The California Public Utilities Commission website provides information on utility rate regulation, energy conservation, and ratepayer assistance programs. (1-213-576-7000)

www.csd.ca.gov/LIHEAP/htm The State of California Department of Community Services and Development website contains information on low-income energy assistance. (1-916-322-2940)

www.caiso.com The California Independent System Operator (CAISO) website contains real time information on the energy demand and supply balance and status of statewide emergency alerts.

www.energystar.gov This joint US Department of Energy and US Environmental Protection Agency website describes the federal voluntary energy efficiency product labeling program, Energy Star, and offers information on energy efficient products and practices. (1-888-STAR-YES/1-888-782-7937)

www.eren.doe.gov The US Department of Energy, Energy Efficiency & Renewable Energy Network (EREN) website provides information on energy conservation products, programs and practices and on bill-payer assistance programs. (1-510-637-1952)

www.savepower.lbl.gov This Lawrence Berkeley National Laboratory website provides an interactive energy scorecard to help consumers save enough energy to qualify for the state's 20/20 program rebate.

Local Utility Websites

Southern California Edison Company **www.sce.com**

Southern California Gas Company **www.socalgas.com**

Long Beach Energy Department **www.naadac.com/gas/**

Los Angeles Department of Water and Power
www.greenla.com or **www.ladwp.com**

If you need assistance in accessing these programs and resources, please call the 54th Assembly District Office at 1-562-495-4766.

Assemblymember

Alan Lowenthal

54th Assembly District

115 Pine Avenue, Suite 430
Long Beach, CA 90802

PRSRT STD
U. S. POSTAGE
PAID
STATE OF CALIF.
ASSEMBLY



© 2001 State of California

Look Inside for Helpful Energy Conservation and Bill Assistance Information



© 2001 State of California

A Quick Guide to Residential Energy Assistance Programs



Conservation and bill assistance programs to help get you through the energy crunch



ALAN LOWENTHAL
ASSEMBLYMEMBER, 54TH DISTRICT

Dear Friend:

California's recent energy crisis is affecting everyone. Currently, electrical reserves are hovering at perilously low levels, creating the potential for rolling blackouts in communities throughout the state.

The State Legislature and the Governor have been working to resolve this crisis. The goals are to increase available energy supply, accelerate energy conservation, and ensure that consumers' energy needs are met.

While the state's work continues, all Californians can assist by conserving energy. Programs described in this brochure are designed to help. Also included are state and local utility programs to aid homeowners, seniors, and low-income consumers struggling with increasing energy bills.

The government and utility websites listed in this brochure are sources of updated information on energy supplies, conservation programs, and bill-payer assistance.

If you do not have a connection to the Internet or if for any other reason you need assistance in accessing these programs and resources, please call the 54th Assembly District Office at 562/495-4766.

Residential Conservation and Bill-Payer Assistance Programs

California Alternate Rates for Energy (CARE)

Provides a 20% discount on energy bills. Qualifications are based on 175% of the poverty level.

Apply directly to the local utility. The utility bill must be in the applicant's name. Household income includes money from all sources for everyone at the residence.

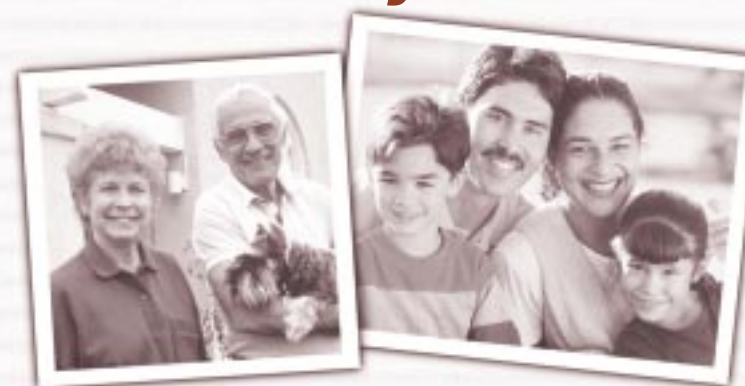
Consumer Energy Efficiency

Helps consumers conserve energy and control costs. Eligible customers receive services from local community agencies and licensed contractors working for the utilities.

Services and products include weatherization, energy efficient compact fluorescent



lighting, evaporative coolers to replace air conditioners, refrigerator replacement, and energy audits.



Energy Assistance Funds

Utility shareholders and customers help seniors, the disabled and low-income families pay gas and electric bills. Non-profit agencies like the United Way and Salvation Army administer the funds through a network of community-assistance agencies.

Home Energy Assistance Program (HEAP)

A federally funded energy bill payment assistance program run by the California Department of Community Services and Development. Consumers apply at selected community agencies near their home. For information, call: 800/433-4327.

For Information on These and Other Helpful Programs, Please Call:

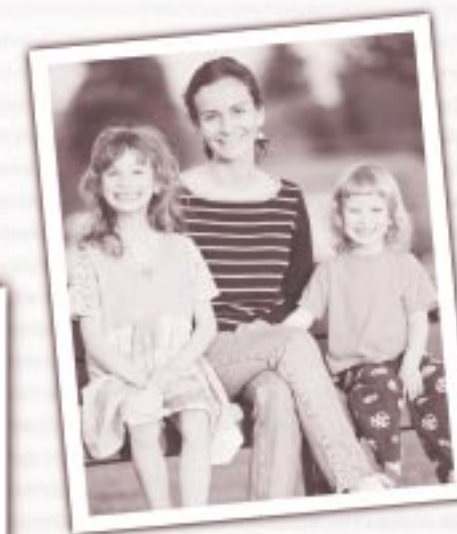
Long Beach Energy Department	562/570-2000
Los Angeles Water and Power	800/GreenLA (800/473-3652)
Southern California Gas	800/427-2200
Southern California Edison	800/447-6620
Consumer Energy Efficiency	800/736-4777
Energy Audits	800/278-8585
Bill-Payer Assistance	800/655-4555

Level Payment Plans: Utilities help consumers budget energy bills by sending a monthly bill in the same amount for 11 months and a "settlement/adjustment" bill in month 12.

Medical Baseline: Provides additional baseline (lowest) rates if a consumer requires regular use of an electric life-support system or has a qualifying illness.

Third-Party Notification: Allows a consumer to designate a friend or relative to receive notice of a utility bill becoming past due.

Payment Extensions: Consumers who are temporarily unable to pay a bill when it is due should contact their utility so that payment arrangements can be made before service is terminated.



**Flex
your
POWER**
© 2001 State of California